

***SFA Modernization Partner***

**United States Department of Education**

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# **Integrated Technical Architecture Troubleshooting Guide**

***Task Order #56***

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## 1 Introduction

This troubleshooting guide is provided to assist the operations team in performing troubleshooting on the Integrated Technical Architecture (ITA) environment upon problem notification.

The objectives of this document is to provide assistance to the data center command center and the operations team in defining troubleshooting procedures for the ITA deployed at the Virtual Data Center (VDC).

### 1.1 Purpose of the Document

The purpose of this document is to document basic troubleshooting steps and procedures that can be performed by the operations team whenever a trouble call is received. These procedures are not meant to be inclusive of every possible troubleshooting but rather a first level of problem resolution and correction. At a minimum, these procedures will resolve minor problems that are software product specific. These include a hung process, an exception not handled gracefully, etc. These procedures will provide the first level of problem identification prior to escalating to Level 2 or 3 support.

### 1.2 Audience

This document is intended for use by the VDC Command Center and the system Operations support team.

### 1.3 References

The software product installation procedures are documented in deliverable 16.1.6 – ITA Software Installation and Configuration Report. This document provides a reference to the installation and configuration of the ITA software products. It does not include any installation or configuration procedures for applications deployed and operating within the ITA architecture.

### 1.4 Scope

Section 1 is an introduction and purpose of this document. The remainder of this document is divided into 2 major sections. Section 2 provides physical, logical and network diagrams for the ITA. Section 3 defines the troubleshooting procedures and tips for identifying and resolving ITA software product status and operation.

## 2 ITA Architecture Diagrams

This section includes tables depicting all software components loaded onto each ITA server and depicts the physical, logical and network topology diagrams for the ITA.

### 2.1. Server Software Configuration

Table 1 – ITA Database Server Configurations

Machine	IP Address	Logical Name	SIDS Installed
HPV1	4.20.14.59	Dev/Test/Stg Database Server	VICDEV (includes data warehouse repository and source/target schemas) VICTST VICSTG IFAPDEV IFAPTST IFAPSTG
HPV2	4.20.14.40	Production Database Server	VIC IFAP

Bolded software is already installed.

Table 2 – ITA NT Development Server Configurations

Machine	IP Address (CSC)	Logical Name	Application Software
SFANT001	4.20.14.244	MicroStrategy Development Server	<b>MicroStrategy Web Server 7.1</b> <b>MicroStrategy Intelligence Server 7.1</b> <b>MS Data Access Components 2.1 sp2</b> <b>MS IIS</b>
SFANT006	4.20.14.249	EAI Development Server	<b>MQ Series Messaging 5.1 plus CSD 4</b> <b>MQ Series Integrator 2.01</b> <b>Universal DB2 Database 6.1</b> <b>MQ Series Workflow 3.2.1</b>

Bolded software is already installed. This server configuration may change.

Table 3 – ITA NT Production Server Configurations

<b>Machine</b>	<b>IP Address</b>	<b>Logical Name</b>	<b>SIDS Installed</b>
SFANT002	4.20.17.158	Microstrategy Production Server	<b>MicroStrategy Web Server 7.1</b> <b>MS Data Access Components 2.1 sp2</b> <b>MS IIS</b>
SFANT003	4.20.17.159	Microstrategy Production Server	<b>MicroStrategy Web Server 7.1</b> <b>MS Data Access Components 2.1 sp2</b> <b>MS IIS</b>
SFANT004	4.20.17.167	Microstrategy Production Server	<b>MicroStrategy Intelligence Server 7.1</b> <b>MS Data Access Components 2.1 sp2</b> <b>MS IIS</b>

Bolded software is already installed.

Table 4 – ITA Development Server Configurations

<b>Machine</b>	<b>IP Address</b>	<b>Logical Name</b>	<b>Application Software</b>
SU35E1	4.20.14.131	Portal Development Server	<b>IHS 1.3.6.3</b> <b>Viador 6.1.1 Build 47</b> <b>JRun 2.3.3 Build 153 (Build 157 Patch)</b> <b>OpenDeploy Server 4.2.1</b> <b>JDK 1.1.8</b> <b>Servlet API</b>

Machine	IP Address	Logical Name	Application Software
SU35E2	4.20.14.132	Application Server/Web Server	<b>Autonomy Knowledge Server 2.1</b> <b>Autonomy Knowledge Update 2.1</b> <b>Autonomy Knowledge Fetch 2.1</b> <b>Autonomy Knowledge Builder 2.1</b> <b>WebSphere Advanced Edition 3.0.2.1</b> <b>IHS 1.3.6.3 w/ WebSphere plug-in</b> <b>DB2 5.2 fixpatch 10</b> <b>JDK 1.1.8</b> <b>Servlet API</b> <b>OpenDeploy Server 4.2.1</b>
SU35E4	4.20.14.134	Content Management	<b>TeamSite 4.2.1</b> <b>OpenDeploy Client 4.2.1</b> <b>DataDeploy 4.2.1</b> <b>Apache Web Server</b>
SU35E5	4.20.14.135	Informatica Server	<b>Informatica PowerCenter e 1.7</b> <b>WebSphere Advanced Edition 3.5</b>
SU35E16	4.20.14.136	MQSeriesRun1	<b>MQ Series Messaging 5.1</b> <b>DB2 UDB Enterprise Edition 6.1</b> <b>MQ Series Integrator 2.0.1</b>
SU35E17	4.20.14.137	MQSeriesRun2	<b>MQ Series Messaging 5.1</b> <b>DB2 UDB Enterprise Edition 6.1</b> <b>MQ Series Integrator 2.0.1</b>

Bolded software is already installed.

Table 5 – ITA Production Server Configurations

Machine	IP Address	Logical Name	SIDS Installed
SU22E4	4.20.17.140	Network Dispatcher (Primary)	<b>Network Dispatcher</b>
SU35E7	4.20.17.141	Autonomy Server (Primary)	<b>Autonomy Suite</b>



<b>Machine</b>	<b>IP Address</b>	<b>Logical Name</b>	<b>SIDS Installed</b>
SU35E8	4.20.17.142	Portal Server	<b>IBM HTTP Server</b> <b>Viador with Jrun</b>
SU35E9	4.20.17.143	Application Server	<b>WebSphere Enterprise Edition 3.02</b> <b>OSE Remote</b>
SU35E10	4.20.17.144	Web Server	<b>IBM HTTP Server</b> <b>OpenDeploy</b> <b>OSE Remote</b>
SU22E3	4.20.17.145	Network Dispatcher (Backup)	<b>Network Dispatcher</b>
SU35E12	4.20.17.146	Web Server	<b>IBM HTTP Server</b> <b>OpenDeploy</b> <b>OSE Remote</b>
SU35E13	4.20.17.147	Application Server	<b>WebSphere Enterprise Edition 3.02</b> <b>OSE Remote</b>
SU35E15	4.20.17.149	Autonomy Server (Failover)	<b>Autonomy</b>
SU35E18	4.20.17.152	Informatica Server	<b>Informatica PowerCenter e</b>
Cluster 1	4.20.17.160	IHS Cluster	
Cluster 2	4.20.17.161	Schools Portal Cluster	
Cluster 3	4.20.17.162	MicroStrategy NT cluster	
Cluster 4	4.20.17.163	Autonomy Cluster	
Cluster 5	4.20.17.164	Intranet R2.0 Cluster	

Bolded software is already installed.

## 2.2 ITA Physical Architecture Diagram

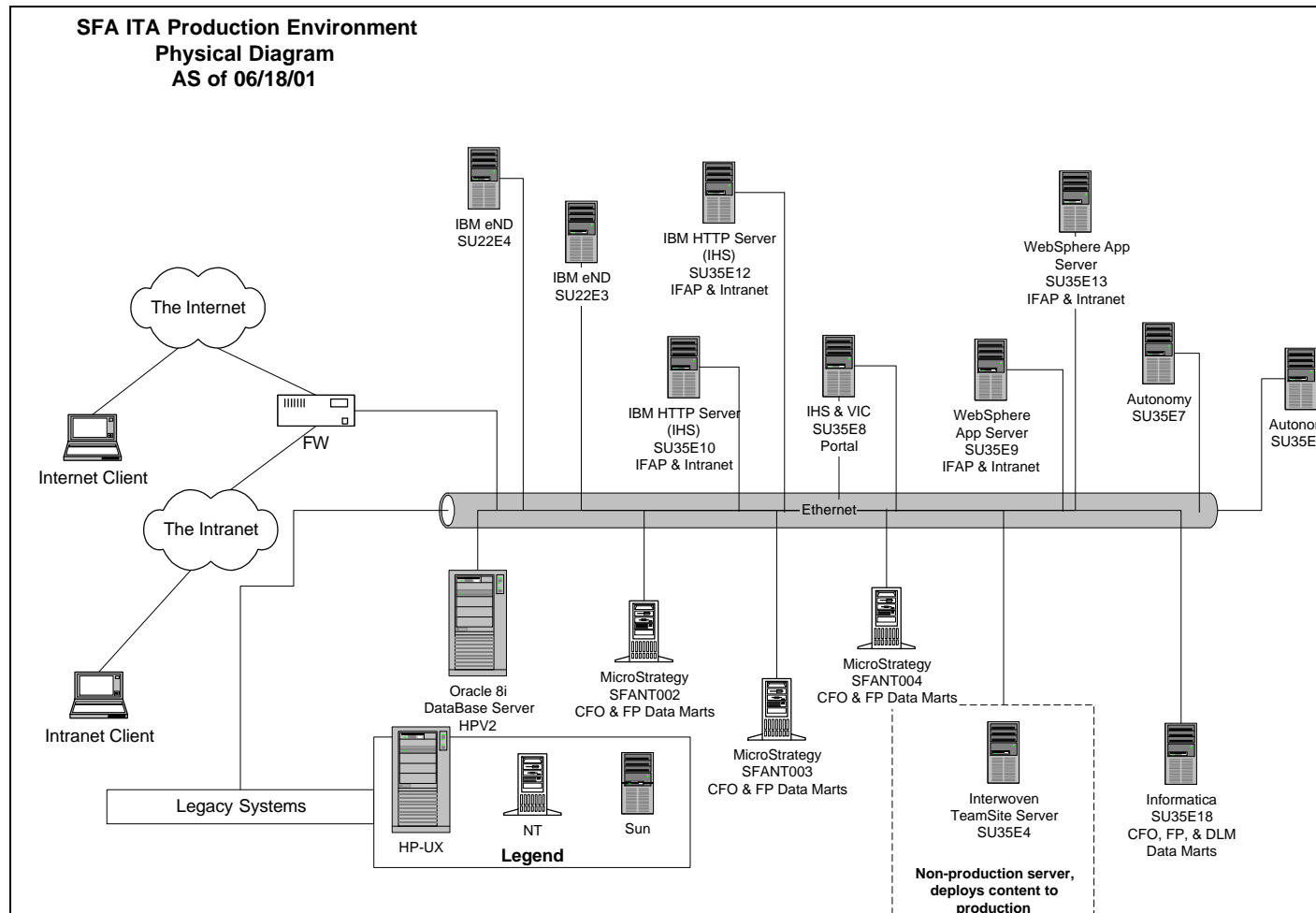


Figure 1 – ITA Physical Architecture

## 2.3 ITA Logical Architecture Diagram

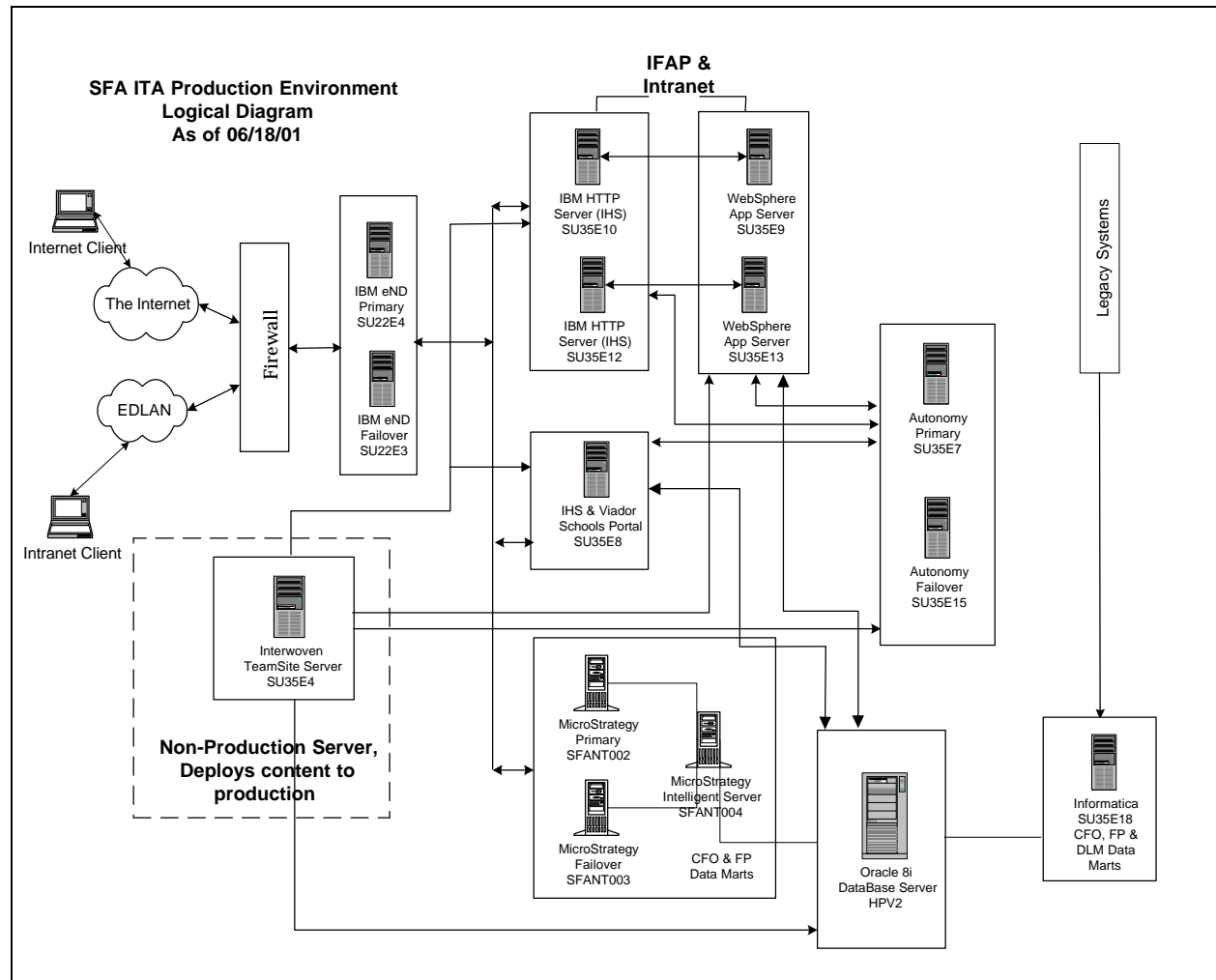


Figure 2 – ITA Logical Architecture

## 2.4 ITA Network Topology Diagram

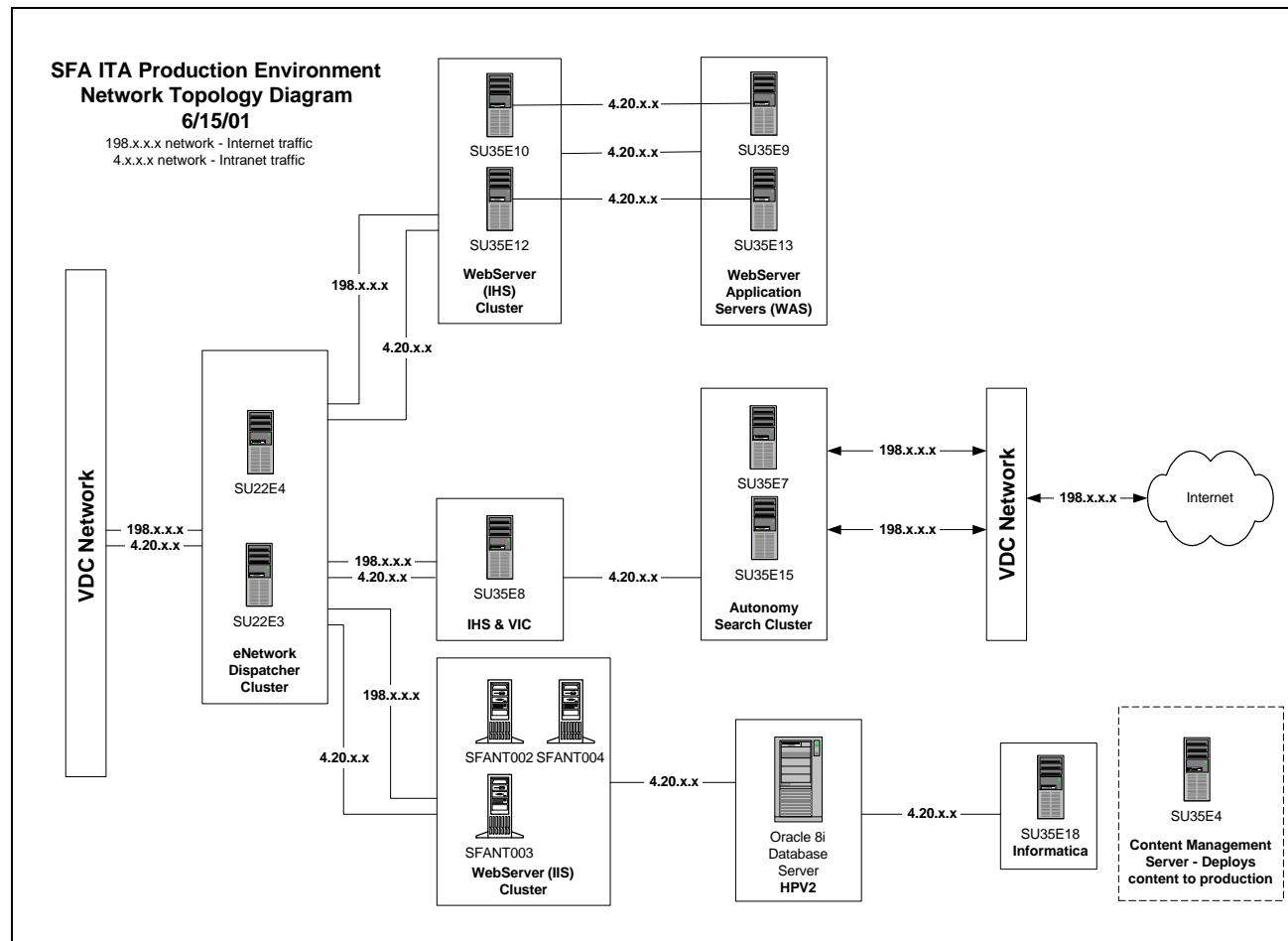


Figure 3 – ITA Network Topology

### 3 Software Product Troubleshooting Guidelines

#### 3.1. eNetwork Dispatcher (ND)

**Problem: Cluster is not working through browser**

*Step 1: Try to duplicate the problem.*

If it works, there is no problem. If the same problem occurs, continue to Step 2.

*Step 2: Make sure the ND Primary machine is up.*

Try to telnet to or ping the Primary machine (198.77.163.140, 4.20.17.140)

If the machine is not up, continue to Step 3. If the machine is up, continue to Step 4.

*Step 3: Make sure the ND Standby machine is up.*

Try to telnet to or ping the Standby machine (198.77.163.145, 4.20.17.145)

If both the Primary and Standby the machines are not up, contact the appropriate team to troubleshoot the hardware or possible network failure. If the machine is up, continue to Step 4.

*Step 4: Make sure the applications are running on the clustered machines*

Cluster	198.77.163.160 (IFAP Cluster)
Clustered Machines	198.77.163.144 (IHS)
	198.77.163.146 (IHS)
Cluster	198.77.163.161 (SchoolsPortal Cluster)
Clustered Machines	198.77.163.142 (IHS/Viador)
Cluster	4.20.17.162 (MicroStrategy Cluster)
Clustered Machines	4.20.17.158 (IIS/MicroStrategy)
	4.20.17.159 (IIS/MicroStrategy)
Cluster	198.77.163.172 (MicroStrategy Cluster)
Clustered Machines	198.77.163.173 (MicroStrategy)

198.77.163.174 (MicroStrategy)

Cluster 4.20.17.163 (Autonomy Cluster)

Clustered Machines 4.20.17.141 (Autonomy)

4.20.17.149 (Autonomy)

Cluster 4.20.17.164 (Intranet Cluster)

Clustered Machines 4.20.17.144 (IHS/WAS)

4.20.17.146 (IHS/WAS)

If the applications are not running, start them. If the applications are running, continue to Step 5.

Step 5: Ping the cluster address

If the cluster address is not pingable, there is a network problem. Contact the appropriate team. If the cluster address is pingable, continue to Step 6.

Step 6: Ping the clustered machine addresses

If the clustered machine addresses are not pingable, there is a network problem. Contact the appropriate team. If the clustered machine addresses are pingable, continue to Step 7.

Step 7: Verify the ND is running on the Primary Machine

At the UNIX command prompt on the ND Primary Machine, type the following command:

**ps -ef | grep java**

The output should be similar to the below:

```
root 9184 9180 0 14:20:37 pts/0 0:00 grep java
root 13422 1 0 Oct 05 ? 81:28 /bin/../../java/bin/../../bin/sparc/ native_threads/jre -cp
/opt/nd/dispatcher/lib/ibm
```

If you do not see the process:

```
/bin/../../java/bin/../../bin/sparc/native_threads/jre -cp /opt/nd/dispatcher/lib/ibm
```

continue to Step 8. If you see this process, continue to Step 11.

Step 8: Verify the ND is running on the Standby Machine

At the UNIX command prompt on the ND Standby Machine, type the following command:

**ps -ef | grep java**

The output should be similar to the below:

```
root 9184 9180 0 14:20:37 pts/0 0:00 grep java

root 13422 1 0 Oct 05 ? 81:28 /bin/../../java/bin/../../bin/sparc/native_threads/jre-cp
/opt/nd/dispatcher/lib/ibm
```

If you do not see the process

```
/bin/../../java/bin/../../bin/sparc/native_threads/jre -cp /opt/nd/dispatcher/lib/ibm
```

continue to Step 9. If you see this process, continue to Step 12.

Step 9: Start ND on the Primary Machine

At the UNIX command prompt on the ND Primary machine, type the following command as root:

**/etc/init.d/nd start**

Wait approximately 3 to 5 minutes. Then, type the following command as root:

**ndcontrol status**

You should see something like the following output:

```
Executor has started

Manager has started
```

Table 6 – Network Dispatcher (Primary) Port/Timeout Settings

Advisor	Run	Timeout
http	80	unlimited
Ssl	443	unlimited
Connec	10000	unlimited

If you see the above, ND has started, continue to Step 11. If you receive a message stating that the Executor has not started, wait a few minutes and try again. After 5-7 minutes, if you are still receiving the message, ND has not started, continue to Step 10.

Step 10: Start ND on the Standby Machine

At the UNIX command prompt on the ND Standby machine, type the follow command as root:

**/etc/init.d/nd start**

Wait approximately 3 to 5 minutes. Then, type the following command as root:

**ndcontrol status**

You should see something like the following output:

Executor has started

Manager has started

Table 7 – Network Dispatcher (Secondary) Port/Timeout Settings

Advisor	Run	Timeout
http	80	unlimited
Ssl	443	unlimited
Connec	10000	unlimited

If you see the above, ND has started, continue to Step 12. If you receive a message stating that the Executor has not started, wait a few minutes and try again. After 5-7 minutes, if you are still receiving the message, ND has not started. If ND does not start on both the Primary and the Standby machines, contact the Tech Arch Development team.

Step 11: Verify the ND is active on the Primary machine

At the UNIX command prompt on the ND Primary machine, type the following command as root:

**ndcontrol higha status**

You should see something like the following output:

```
High Availability Status:
-----
Role .....primary
Strategy ..... auto
State ..... Active
Sub-State..... Synchronized
Port .....60005
Preferred Target.... 198.77.163.145
Heartbeat Status:
-----
Count .....1
Source/Destination ... 198.77.163.140/198.77.163.145
Reachability Status:
-----
```



```
Count ..... 1
Address ..... 198.77.163.131
```

If the State is Active, ND is running and is active, continue to Step 13. If the State is InActive, verify that ND is running on the Standby machine and then continue to Step 12.

***Step 12: Verify the ND is active on the Standby machine***

At the UNIX command prompt on the ND Standby machine, type the following command as root:

**ndcontrol higha status**

You should see something like the following output:

```
High Availability Status:
-----
Role .....standby
Strategy ..... manual
State ..... Active
Sub-State..... Synchronized
Port .....60005
Preferred Target.... 198.77.163.140
Heartbeat Status:
-----
Count .....1
Source/Destination ... 198.77.163.145/198.77.163.140
Reachability Status:
-----
Count ..... 1
Address ..... 198.77.163.131
```

If the State is Active, ND is running and is active on the Standby machine, continue to Step 13. If the State is InActive, return to Step 7 and repeat the process. After 2 attempts, contact the Tech Arch team.

***Step 13: Verify the status of the cluster***

From the UNIX command prompt on the ND Primary machine, type the following command as root:

**ndcontrol server status <cluster ip>:80:**

You should see something like the following output:

```
Server Status:
-----
Server address .....<clustered machine ip>
Port number .....80
Cluster address .....<cluster ip>
Server up?.....Y
Weight .....9
Remote server?.....N
Router address.....0.0.0.0

Server Status:
-----
Server address .....<clustered machine ip>
```

```
Port number .....80
Cluster address .....<cluster ip>
Server up?.....Y
Weight .....9
Remote server?.....N
Router address.....0.0.0.0
```

.... This information is repeated for each clustered machine.

Is the Server up? If “Y”, try to duplicate the problem, everything should be working fine. If there is still a problem, the problem does not lie with ND. If the Server up? If “N” for all of the servers in the cluster, contact the Tech Arch team.

### 3.1.1. Additional Commands

The easiest and most direct way to interact with ND is from the command line interface. The procedures in this guide assume the use of the command line. From the ND Primary machine (198.77.163.140, 4.20.17.140) or the ND Standby machine (198.77.163.145, 4.20.17.145), type the command **ndcontrol** as the root user at the UNIX system prompt.

#### **ndcontrol help — display or print help for this command**

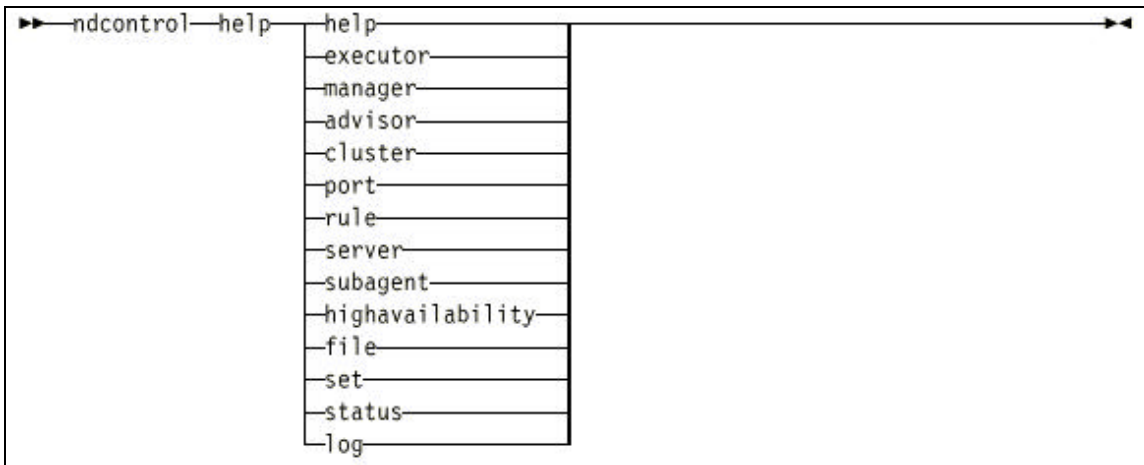


Figure 4 – **ndcontrol** Command Options

#### *Examples*

To get help on the **ndcontrol** command type the following at the UNIX system prompt as root on one of the ND machines:

#### **ndcontrol help**

This command produces output similar to:

```
HELP COMMAND ARGUMENTS:
-----
Usage: help <help option>
Example: help cluster

help    - print complete help text
executor - help on executor command
```

```

manager      - help on manager command
advisor      - help on advisor command
cluster      - help on cluster command
port         - help on port command
rule         - help on rule command
server       - help on server command
subagent     - help on subagent command
highavailability - help on high availability command
file         - help on file command
set          - help on set command
status       - help on status command
log          - help on log command

```

Notice that parameters within <> are variables.

To get more detail on a particular command type the following as root:

### **ndcontrol help command**

For example, to get detailed information, including options, for the status command type:

### **ndcontrol help status**

### **ndcontrol highavailability — control high availability**

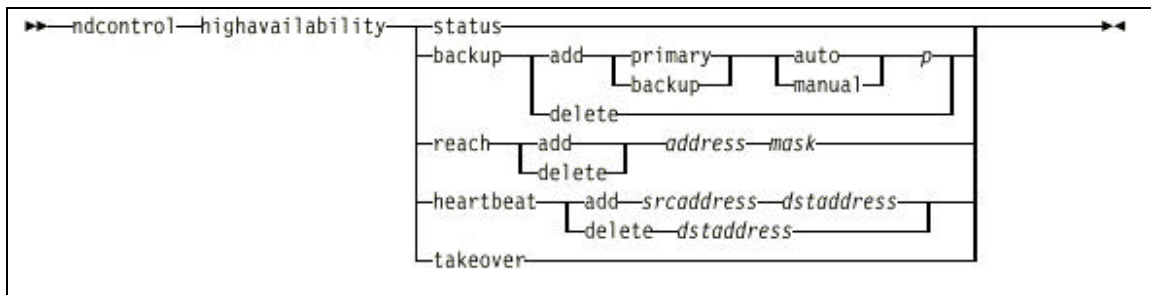


Figure 5 – **ndcontrol highavailability** Command Options

### Status

Return a report on high availability. Machines are identified as having one of three status conditions or states:

- *Active* - A given machine (either a primary or backup) is routing packets.
- *Standby* - A given machine (either a primary or backup) is not routing packets; it is monitoring the state of an *active* Dispatcher.
- *Idle* - A given machine is routing packets, and is not trying to establish contact with its partner Dispatcher.

In addition, the *status* keyword returns information about various substates:

- *Synchronized* - A given machine has established contact with another Dispatcher.

- *Other substates* - This machine is trying to establish contact with its partner Dispatcher but has not yet succeeded.

### Backup

Specify information for either the primary or backup machine.

- *Add* - Defines the high availability functions for this machine.
  - *Primary* - Identifies the Dispatcher machine that has a *primary* role.
  - *Backup* - Identifies the Dispatcher machine that has the backup role.
  - *Auto* - Specifies an automatic recovery strategy, in which the primary machine will resume routing packets as soon as it comes back into service.
  - *Manual* - Specifies a manual recovery strategy, in which the primary machine does not resume routing packets until the administrator issues a takeover command.
  - *p[ort]* - An unused Transmission Control Protocol (TCP) port on both machines, to be used by Dispatcher for its heartbeat messages. The portnum must be the same for both the primary and backup machines.
- *Delete* - Removes this machine from high availability, so that it will no longer be used as a backup or primary machine.

### Reach

Add or delete target address for the primary and backup Dispatchers, the reach advisor send out *pings* from both the backup and the primary Dispatchers to determine how reachable their targets are.

- *Add* - Adds a target address for the reach advisor.
- *Delete* - Removes a target address from the reach advisor.

*Address* – Internet Protocol (IP) address (dotted-decimal or symbolic) of the target node.

*Mask* - A subnet mask.

### Heartbeat

Defines the communication session between the primary and backup Dispatcher machines.

- *Add* - Tell the source Dispatcher the address of its partner (destination address).
- *Delete* - Removes the destination address from the heartbeat information.

*Srcaddress* - Source address. The address (IP or symbolic) of this Dispatcher machine.

*Dstaddress* - Destination address. The address (IP or symbolic) of the other Dispatcher machine.

### Takeover

Instruct a standby Dispatcher to become active and to begin routing packets, forcing the currently active Dispatcher to become standby. This command must be issued on the standby machine and works only when the strategy is *manual*.

**Notes:** Note that the roles of the two machines (*primary* and *backup*) do not change. Only their relative status (*active* or *standby*) changes. There are three possible takeover scripts: *goActive*, *goStandby*, and *goInOp*.

### Examples

To check the high availability status of a machine input one of the following commands as root:

#### **ndcontrol higha status**

Output:

```
High Availability Status:
-----
Role .....primary
Strategy ..... manual
State ..... Active
Sub-State..... Synchronized
Port .....60005
Preferred Target.... 198.77.163.145
Heartbeat Status:
-----
Count .....1
Source/Destination ... 198.77.163.140/198.77.163.145
Reachability Status:
-----
Count ..... 1
Address ..... 198.77.163.131
```

To tell the standby Dispatcher to become active and forcing the active machine to become standby input the following command:

#### **ndcontrol higha takeover**

**Note:** This command should be issued from the ND machine that you want to become the active machine and must be executed as root.

## 3.1.2. Useful Commands

Some commands that are particularly useful for troubleshooting are:

- To see if the ND Primary machine is active:

**ndcontrol higha status**

- To see cluster status:

**ndcontrol cluster status <cluster>:**

## 3.2 Autonomy

### 3.2.1. Autonomy Troubleshooting

This section lists a series of scenarios in which the Knowledge Server might not be functioning correctly. It should give an idea of the things to look out for when something seems to have gone wrong. It also contains a summary of technical information that may be handy, such as ports, log files, and other documentation references.

Note: Replace the word **system** for each respective environment:

- development: **system** = dev (e.g. /var/dev/autonomy/autonomy\_db)
- testing: **system** = tst (e.g. /var/tst/autonomy/autonomy\_db)
- staging: **system** = stg (e.g. /var/stg/autonomy/autonomy\_db)
- production: **system** = blank (e.g. /var/autonomy/autonomy\_db)

### 3.2.2. “Query Server not found”

When performing a query the message "Query server not found" may indicate that Knowledge Server is not running. Perform these steps to determine if Knowledge Server is running.

- 1) Determine the data query port number for current environment from socket port table below
- 2) At command line, type:

**netstat -a | grep <data query port>**

**\* For Ports, see Tables 8, 9, 10**

- 3) If something is returned, skip to step 4. Otherwise, start the Knowledge Server with the steps below:
  - a) Change to KnowledgeServer home directory and use startup script by typing the following commands as autonomy:

- i) `cd /var/system/autonomy/autonomy_db/KnowServer210`
- ii) `./StartQuery.sh`
- b) Ensure that the process started successfully.
  - i) `ps -ef | grep queryh`
  - ii) Look for a KnowServer210queryh process that just started.
- c) Check that the Knowledge Server is listening on its data query port.
  - i) `netstat -a | grep <data query port>`
- 4) If the server is listening on the socket port, then bring up Knowledge Server configuration page at prompt of Web browser:
  - a) `http://<autonomy machine IP>:<query port>/qmethod=v`  
For example: <http://4.20.17.141:10000/qmethod=v> (production machine)
  - b) This should return a page describing the Knowledge Server configuration. It should resemble the form below:

```
Autonomy DRE Server version 3.1.0 Build 2.45

Query port: 10000, Index port: 10001
0 documents

0 document sections
0 document slots
0 Terms
Process ID: 24688
Directory: /var/autonomy/autonomy_db/KnowServer210/querydre

...
```

### 3.2.3 “The query produced no results”

If the queries to the DRE are returning no results, first follow the steps 1-3 above in "Query Server not found" to ensure that the Knowledge Server is running, then follow the steps below:

- 1) Bring up Knowledge Server configuration page at prompt of Web browser:
- 2) `http://<autonomy machine IP>:<query port>/qmethod=v`
- 3) This should return a page describing the Knowledge Server configuration. It should resemble the form below:

```
Autonomy DRE Server version 3.1.0 Build 2.45

Query port: 10000, Index port: 10001
```

```
138 documents
56 document sections
89 document slots
167 Terms
Process ID: 24688
Directory: /var/autonomy/autonomy_db/KnowServer210/querydre
```

...

- 4) If there are no documents listed, as above, then the DRE has no data. Consult the Knowledge Server manual on how to put data into the DRE.

### **3.2.4 "Cannot find the HTML front end"**

If the default front end to the Autonomy server cannot be found at the address

`http://<web server IP>:<web server port>/KnowServer210/`

(where <web server port> is replaced with the port from the appropriate Port Table below)  
then follow these steps:

- 1) Check if the web server is running by bring up this address in a web browser
  - a) `http://<web server IP>:<web server port>`
  - b) If there is no response, then the web server is down. Consult web server documentation in order to restart the web server.
- 2) Check to see if the HTML front end files are in the correct location on the web server machine:
  - a) determine the document root
    - i) `cd /opt/system/IBMHTTPD/conf`
    - ii) `vi httpd.conf`
    - iii) search for DocumentRoot and record this directory
  - b) change to the <DocumentRoot> directory and list the files
    - i) `cd <DocumentRoot>`
    - ii) `ls KnowServer*`
    - iii) If there are no files listed then the Knowledge Server HTML frontend has been moved or deleted. Consult the installation and configuration documentation to re-install these files.
- 3) change to the cgi-bin directory and list the files



- a) `cd /opt/system/IBMHTTPD/cgi-bin`
- b) `ls KnowServer*`
- c) If there are no files listed then the Knowledge Server HTML frontend has been moved or deleted. Consult the installation and configuration documentation to re-install these files.

## Ports Tables

Table 8 – Ports: Autonomy Machine – SU35E2

Environment	Data DRE Query Port	Data DRE Index Port	Community DRE Query Port	Community DRE Index Port	HTTPFetch Service Port	HTTPFetch Spider Port
Development	60000	60001	60002	60003	60005	80
Test	30000	30001	30002	30003	30005	80
Staging	40000	40001	40002	40003	40005	80

Table 9 – Ports: Autonomy Machine – SU35E7

Environment	Data DRE Query Port	Data DRE Index Port	Community DRE Query Port	Community DRE Index Port	HTTPFetch Service Port	HTTPFetch Spider Port
Production	10000	10001	10002	10003	10005	80

Table 10 – Ports: Autonomy Machine – SU35E15

Environment	Data DRE Query Port	Data DRE Index Port	Community DRE Query Port	Community DRE Index Port	HTTPFetch Service Port	HTTPFetch Spider Port
Production	10000	10001	10002	10003	10005	80

## References:

Knowledge Server 2.1 Manual – Chapter 9 "Troubleshooting"

HTTPFetch 2.1 Manual – Chapter 7 "Troubleshooting"

Autonomy Operations Guide – Included as Appendix with this document

## Log Files:

KnowServer210 DRE

Location: `/var/system/autonomy/autonomy_db/KnowServer210/querydre`

Log file: Contained within `http://<autonomy machine>:<query port>/qmethod=v` page.

#### KnowServer210 autoindexer

Location: `/var/system/autonomy/autonomy_db/KnowServer210/autoindexer`

Log file: `KnowServer210autoindexer.log`

#### HTTPFetch

Location: `/var/system/autonomy/autonomy_db/HTTPFetch210`

Log files: `HTTPFetch210spider.log`, `spider.log`

### 3.3 Viador/JRUN

The following section walks you through ordinary problems relating to the technical architecture on SU35E1 for the Schools Portal application installed in the development, test and staging environments. The production environment for the Schools Portal application is installed on SU35E8. This discussion includes a treatment of how to start, stop, and check status of the IBM HTTP Server (IHS), the portal software named Viador, and the JVM called JRUN. It also describes how to check if the Oracle Database is up and running.

The Following three URLs exist to reference Schools Portal on SU35E1 (4.20.14.131)

- Development (DEV)

`http://dev.schoolsportal.ed.gov:8181`

- Test (TST)

`http://actest.schoolsportal.ed.gov:8182`

- Staging (STG)

`http://test.schoolsportal.ed.gov`

- Production

`http://sfa4schools.sfa.ed.gov`

The environments are laid out as shown in the table below.

Table 11 – Directories, Size and Contents – Development Environment

DIRECTORY	SIZE	CONTENTS
/opt/dev/IBMHTTPD/htdocs/infospc	~300 MB	Holds the Viador Portal application. This directory also holds all user information and will grow with the number of users.
/opt/dev/IBMHTTPD/htdocs/infospc/websqlbr		Contains the data folders for the portal users.
/opt/dev/disk2/jrun	32 MB	Holds the JRun application

The following directories were created during the installation for Test.

Table 12 – Directories, Size and Contents – Test Environment

DIRECTORY	SIZE	CONTENTS
/opt/tst/IBMHTTPD/htdocs/infospc	~300 MB	Holds the Viador Portal application. This directory also holds all user information and will grow with the number of users.
/opt/tst/IBMHTTPD/htdocs/infospc/websqlbr		Contains the data folders for the portal users.
/opt/tst/disk2/jrun	32 MB	Holds the JRun application

The following directories were created during the installation for Staging.

Table 13– Directories, Size and Contents – Staging Environment

DIRECTORY	SIZE	CONTENTS
/opt/stg/IBMHTTPD/htdocs/infospc	~300 MB	Holds the Viador Portal application. This directory also holds all user information and will grow with the number of users.
/opt/stg/IBMHTTPD/htdocs/infospc/websqlbr		Contains the data folders for the portal users.
/opt/stg/disk2/jrun	32 MB	Holds the JRun application

For the sake of this document, we will be examining problems with the Development environment. These troubleshooting steps will apply to all environments, so just replace the **sys** in each path with “dev”, “tst” or “stg.”

Table 14 – Schools Portal – URL Results in Server Error

Step	Description	Action	Comment
Symptom		When the URL is entered in your browser, a “server can not be contacted” error comes up.	
Possible Problem		The web server may be down.	
1.	In the browser, type:	http:// <b>sys</b> .schoolsportal.ed.gov:8181/index.html	The IBM HTTP Server welcome page should be displayed.

Step	Description	Action	Comment
2.	<p>If the welcome page <u>is</u> displayed, the problem <u>is not</u> with IHS.</p> <p>If the welcome page <u>is not</u> displayed, remedy the problem via the steps below.</p> <p>NOTE: This only works in the dev, tst, or stg environments, NOT in production. Refer to steps 3 &amp; 4 for production.</p>		
3.	<p>telnet to the UNIX box (4.20.14.131)</p> <p>Logon as the root user.</p>	IBM HTTP Server is also located on SU35E3, E10, E12, E14, & E8	
4.	From the UNIX prompt on SU35E1 run the following command as the root user:	<code>/opt/sys/IBMHTTPD/bin&gt; ps -ef   grep sys   more</code>	The following line should be displayed:
	<code>root 29799 23206 0 21:46:36 ? 0:00 /opt/sys/IBMHTTPD/bin/httpd /opt/sys/IBMHTTPD</code>		
5.	<p>If the line <u>is</u> displayed, IHS is up but needs to be <u>restarted</u>.</p> <p>If the line <u>is not</u> displayed, IHS needs to be <u>started</u>.</p>	<p>From the UNIX prompt on SU35E1 run the following command:</p> <p>To RESTART:</p> <p><code>/opt/sys/IBMHTTPD/bin&gt; ./apachectl restart</code></p> <p>To START:</p> <p><code>/opt/sys/IBMHTTPD/bin&gt; ./apachectl start</code></p>	
6.	Verify that IHS is running by repeating Step 1.		

### 3.3.1. Trouble Shooting JRUN

Table 15 – Schools Portal – Page Results in Frame Errors

Step	Description	Action	Comment
Symptom		The Schools Portal page comes up, but the top right and bottom right frames show errors.	
Possible Problem		<p>JRUN may not be running or needs to be restarted.</p> <p>NOTE: JRUN needs to be restarted each time the database goes down. Jobs are scheduled for JRUN to restart when the database is brought down for backup purposes, but it must be manually restarted when the database goes down unexpectedly. The scheduled jobs can be seen by using <code>crontab -l viador</code> command.</p>	

Step	Description	Action	Comment
1.	Verify that the JRUN service is running.  From the UNIX prompt on SU35E1, type the following command:	<pre>ps -ef   grep viaddev</pre> (use <i>viadtst</i> for test, or <i>viador</i> for staging and production)	When JRUN is running properly, the following will be displayed:
	<pre>Viador 23034 1 0 16:48:42 ? 0:04 /usr/java1.1/bin/./bin/sparc/native_threads/java -ms4m -mx256m -classpath ./u Viador 6948 6946 0 Sep 22 pts/3 0:00 -csh Viador 23047 23034 0 16:48:43 ? 0:00 /opt/stg/IBMHTTPD/htdocs/infospc/bin/ioraconn Viador 22971 1 0 16:48:33 ? 0:11 /usr/bin/./java/bin/./bin/sparc/native_threads/java -mx256m com.livesoftware Root 24285 23528 0 14:55:45 pts/5 0:00 grep viador Viador 23048 23034 0 16:48:43 ? 0:00 /opt/stg/IBMHTTPD/htdocs/infospc/bin/ioraconn</pre>		
2.	<p>If the line <u>is</u> displayed, JRUN is up but needs to be <u>restarted</u>.</p> <p>If the line <u>is not</u> displayed, JRUN must be <u>started</u>.</p> <p>As the appropriate user, type the following command:</p>	<p>In Development, user = viaddev In Test, user = viatst In Staging, user = viador In Production, user = viador</p> <p>To RESTART:</p> <pre>/opt/sys/disk2/jrun/jsm-default&gt;./jsmctl restart</pre> <p>To START:</p> <pre>/opt/sys/disk2/jrun/jsm-default&gt;./jsmctl start</pre> <p>NOTE: Scripts also exist to shutdown and start JRUN and Viador in production at the same time. They are “stop_sp_as_viador” (or root) and “start_sp_as_viador” (or root). These scripts are located in /opt/IBMHTTPD/htdocs/infospc/server. In dev, test, and staging similar scripts in the /opt/sys/IBMHTTPD/htdocs/infospc/server directory and the scripts are named stop_sys and start_sys and must be run as sys user as seen above.</p>	
3.	Verify that JRUN is running by repeating Step 1.		

### 3.3.2. Trouble Shooting Viador

Table 16 – Schools Portal – Cannot Log-In to “My SFA”

Step	Description	Action	Comment
Symptom		Can not log-in to “My SFA” on the Schools Portal web site.	
Possible Problem		Viador may be down.	
1.	First, let’s see if the Viador service is running. From the UNIX prompt on SU35E1, type the following	ps -ef   grep viaddev  (use viadtst for test, or viador for staging and production)	When Viador is running properly, the following will be displayed (Viador processes are bolded.)
	<pre>Viador 23034 1 0 16:48:42 ? 0:04 /usr/java1.1/bin/./bin/sparc/native_threads/java -ms4m -mx256m -classpath ./u Viador 6948 6946 0 Sep 22 pts/3 0:00 -csh  <b>Viador 23047 23034 0 16:48:43 ? 0:00 /opt/stg/IBMHTTPD/htdocs/infospc/bin/ioraconn</b>  Viador 22971 1 0 16:48:33 ? 0:11 /usr/bin/./java/bin/./bin/sparc/native_threads/java -mx256m com.livesoftware. Root 24285 23528 0 14:55:45 pts/5 0:00 grep viador  <b>Viador 23048 23034 0 16:48:43 ? 0:00 opt/stg/IBMHTTPD/htdocs/infospc/bin/ioraconn</b></pre>		
2.	<p>If the line <u>is</u> displayed, Viador is up but needs to be <u>restarted</u>.</p> <p>If the line <u>is not</u> displayed, Viador must be <u>started</u>.</p> <p>As the appropriate user, type the following command:</p>	<p>In Development, user = viadev In Test, user = viatst In Staging, user = viador In Production, user = viador</p> <p>To RESTART:</p> <p>If there were some viador processes running, stop them with the following command:</p> <pre>/opt/sys/IBMHTTPD/htdocs/infospc/server&gt; ./infoshtutdown</pre> <p>Now start the service:</p> <pre>/opt/sys/IBMHTTPD/htdocs/infospc/server&gt; ./infosrvX</pre> <p>To START:</p> <pre>/opt/sys/IBMHTTPD/htdocs/infospc/server&gt; ./infosrvX</pre> <p>NOTE: Scripts also exist to shutdown and start JRUN and Viador at the same time. They are “stop_sp_as_viador” (or root) and “start_sp_as_viador” (or root). These scripts are located in /opt/IBMHTTPD/htdocs/infospc/server. In dev, test, and staging similar scripts in the /opt/sys/IBMHTTPD/htdocs/infospc/server directory and the scripts are named stop_sys and start_sys and must be run as sys user as seen above.</p>	
3.	Watch the output for the final line: “*****Server is up!*****”		
4.	Verify that Viador is running by repeating Step 1.		

### 3.3.3. Is the Database Up?

The oracle databases for the Schools Portal and IFAP environments reside on two HP boxes. Listed in the table below are each of the databases and where they are located. All schools portal databases have the “comm” user, and all IFAP databases have the “ifapuser” user.

Environment	Machine	IP Address	ORACLE_SID
SP –Development	HPV1	4.20.14.59	VICDEV
SP – Test	HPV1	4.20.14.59	VICTST
SP – Staging	HPV1	4.20.14.59	VICSTG
SP – Production	HPV2	4.20.14.40	VIC
IFAP – Development	HPV1	4.20.14.59	IFAPDEV
IFAP – Test	HPV1	4.20.14.59	IFAPTST
IFAP – Staging	HPV1	4.20.14.59	IFAPSTG
IFAP – Production	HPV2	4.20.14.40	IFAP

Table 17 – Schools Portal/IFAP – Verifying Oracle Database

Step	Description	Action	Comment
Symptom		Can not log-in to “My SFA” on the Schools Portal web site.	
Possible Problem		Database may be down.	
1.	From the UNIX prompt on SU35E1 with a user who has privileges (such as root or migrat) to run SQL*PLUS execute the following statement:	sqlplus <a href="#">comm/password@vicdev</a> (use victst for Test, vicstg for Staging, and vic for production)	
2.	If you get an SQL prompt, and can perform the following select, then the database is up.	Select count(*) from rpuser;	This should produce a number result.
3.	If you can not get to the SQL prompt, Oracle is down, and someone with permissions to HPV1 or HPV2 should restart it. Contact the VDC at (203) 317-5051 to report the problem and request that the database be restarted.		
Sympton		Headlines are not showing up in IFAP.	
Possible Problem		Database may be down.	

Step	Description	Action	Comment
1.	From the UNIX prompt on SU35E2 or E3 with a user who has privileges (such as root or migrat) to run SQL*PLUS execute the following statement:	sqlplus <a href="#">ifapuser/password@ifapdev</a>  (use ifaptst for Test, ifapstg for Staging, and ifap for production)	
2.	If you get an SQL prompt, and can perform the following select, then the database is up.	Select count(*) from users;	This should produce a number result.
3.	If you can not get to the SQL prompt, Oracle is down, and someone with permissions to HPV1 or HPV2 should restart it.  Contact the VDC at (203) 317-5051 to report the problem and request that the database be restarted.		
NOTE: Several jobs are scheduled to run against the IFAP (production) database. Logging onto HPV2 (4.20.15.40) as the ifapcron user and executing the crontab -l command, can see these jobs. This will list each job and when they are scheduled to run. Logfiles are located in the /home/ifapcron/Logs directory and the scripts are in the /home/ifapcron directory.			

## 3.4 IBM HTTP Server/WebSphere

### 3.4.1. To check to see if IHS is running

Table 18 – IHS/WebSphere – Verify IHS is Running

Step	Description	Action	Comment
From a UNIX telnet / xterm session			
1.	At a command prompt issue the following command:	ps -ef   grep httpd	This command should return at least one process that looks like the line below.
	/opt/ <b>sys</b> /IBMHTTPD/bin -d...		
2.	If no processes are displayed, IHS is not running. See the Common Maintenance section for start procedures.		

### 3.4.2. To check to see if WebSphere is alive

There are three different methods to check if the WebSphere Admin Server is active or alive. Only IFAP and Intranet are utilizing WebSphere.

Table 19 – WebSphere Ports

Environment	URL	URL Port	Admin Port
Development	http://dev.ifap.ed.gov	8081	902
Test	http://actest.ifap.ed.gov	8082	901
Staging	http://test.ifap.ed.gov	80	906



Table 20 – IHS / WebSphere – Verify WebSphere is Active on SU35E2

Step	Description	Action	Comment
From a Browser			
1.	<p>Check for the Current Servlet Engine Configuration Page.</p> <p>In a browser, type:</p>	<p><code>http://&lt;url&gt;:&lt;port&gt;/webapp/examples/</code></p> <p>(Where the &lt;url&gt; and the &lt;url port&gt; are defined for each system in the table above.)</p> <p>NOTE: Port 80 is not needed when that is the port that is being used</p>	If an examples page is displayed, WebSphere is running.
From the command line			
2.	<p>Grep for process that involve java to show that WebSphere is running</p> <p>At a command prompt issue the following command:</p>	<pre>ps -ef   grep java</pre> <p>Results will resemble the following:</p> <pre>/opt/stg/WebSphere/AppServer/bin&gt;ps -ef   grep java</pre> <pre>root 1397 640 0 Feb 04 ? 4:00 /usr/java1.1/bin/sparc/native_threads/java -mx128m -classpath /opt/dev/WebSpher</pre> <pre>root 640 614 0 Feb 04 ? 0:02 /usr/java1.1/bin/sparc/native_threads/java -classpath /export/home/db2stg/sql</pre> <pre>root 715 696 0 Feb 04 ? 0:02 /usr/java/bin/sparc/native_threads/java -classpath /export/home/db2stg/sql</pre> <pre>root 661 644 0 Feb 04 ? 0:02 /usr/java/bin/sparc/native_threads/java -classpath /export/home/db2tst/sql</pre> <pre>root 1402 715 0 Feb 04 ? 3:43 /usr/java/bin/sparc/native_threads/java -mx128m -classpath /opt/stg/WebSphere/A</pre>	
From the command line			
3.	<p>Change directory to /opt/sys/WebSphere /AppServer/bin</p> <p>Execute ./wsp</p> <p>This command will return a number of processes that represent the parent and child processes that are running with WAS.</p>	<p>Admin server Environment 1 per WebSphere</p> <p>Nanny process Enviroment 1 per WebSphere</p> <p>Application Servers 1 per started Application Server</p>	NOTE: For production, the directory must be /opt/WebSphere/AppServer/bin to execute this command

### 3.4.3. Additional WebSphere Commands

Additional command strings that can be used to determine what's going on with WebSphere are in the table below.

Table 21 – Additional WebSphere Commands

<p>A. These commands will give you the process number of the application servers only (You can also bring up the adminclient and on the general page of the Application server is the process number):</p> <p>where the &lt;port&gt; is the adminclient bootstrap port and is defined for each environment in the IHS WebSphere Port table above.</p>	
IFAP Application Server	<code>/usr/ucb/ps -augxwww   grep java   grep -vi adminclient   grep &lt;port&gt;   grep IFAP</code>
Default Application Server	<code>/usr/ucb/ps -augxwww   grep java   grep -vi adminclient   grep &lt;port&gt;   grep Default Server</code>
<p>B. This command will give you the admin server process:</p>	
<code>/usr/ucb/ps -augxwww   grep java   grep -vi adminclient   grep <b>sys</b>   grep AdminServer</code>	
<p>C. This command will give you the nanny process:</p>	
<code>/usr/ucb/ps -augxwww   grep java   grep -vi adminclient   grep <b>sys</b>   grep Nanny</code>	
<p>D. A problem we have been seeing is that IFAP has been allocating too many File Descriptors You can see how many he has allocated by type the following command at the UNIX prompt:</p> <p>where the &lt;process number of IFAP Application Server&gt; is obtained above in section A. (This will give you 2x the amount because each FD takes 2 lines.)</p>	
<code>/usr/proc/bin/pfiles &lt;process number of IFAP Application Server&gt;</code>	

## 3.5. Interwoven

### 3.5.1. Unable to log onto the TeamSite Server

Table 22 – TeamSite Server – Unable to Log-In

Step	Description	Action	Comment
Symptom		User unable to log in to the TeamSite Server..	
1.	Verify that the user has a valid UNIX login into the machine by viewing the following files:	/etc/passwd /etc/shadow	If their user ID exists then they are able to get to that machine. If not they must request an ID to be added to this machine.
2.	Verify that the user is part of the external group.	/iw-home/confi/rules/<role>.uid (Where <role> is replaced with the role of the user. For example: If they are trying to log in as an Author then check the file author.uid )	If the user is not part of the external group, then they must be added to that group to have access to Interwoven.
3.	Once the user has an ID and is part of the correct group, they must be given access to Interwoven.	Operations team adds user privileges to this user within Interwoven.	User should now have access.

### 3.5.2. The web server is unresponsive

Table 23 – TeamSite Server – Apache Daemon Restart

Step	Description	Action	Comment
Symptom		The TeamSite web server is not responding.	
1.	Bring up the web server's main page.	Enter the machine's web address in a Browser URL address line. For example at the address line enter "su35e4.ed.gov"	The web page should be displayed.
2.	If the web page displays, the web server is not the problem. If the web page does not display, the apache daemon needs to be restarted via the following steps.		
3.	Log in to 4.20.15.134 as root		
4.	Check to see if the Apache web server is running	Ps -ef   grep httpd	View the results. What means this is running?
5.	If a single instance of the web server is running, then it must be restarted. If the Apache web server is not running, it needs to be restarted. If multiple httpd daemons are running then you need to stop the service first.		
6.	To <u>STOP</u> the web server type:	/etc/init.d/apache stop	

Step	Description	Action	Comment
7.	To START the web daemons type:	/etc/init.d/apache start	
8.	Verify that the TeamSite server is responding by repeating Step 1.		

### 3.5.3. TeamSite server restart

Table 24 – TeamSite Server – Server Restart

Step	Description	Action	Comment
Symptom		The TeamSite web server is not responding and the previous troubleshooting steps are not resolving the problem	
1.	Log in to SU35E4 as ts user.		
2.	Stop the entire server and its components by typing the following command:	/etc/init.d/iw.server stop	
3.	Start the entire server and its components by typing the following command:	/etc/init.d/iw.server start	

### 3.5.4. TeamSite Log files

The following logs and their location should be reviewed periodically to review TeamSite server status.

#### OpenDeploy

Opendedploy problems can be detected by looking in the OpenDeploy log file:

/iw-home/opendedploy/logs/iwdeploy.log

Opendedploy should only fail if the target machine is having problems like the disk being full, permissions, or perhaps the machine itself was down. If the data has to go out before the next scheduled deployment, it would be recommended that you go into TeamSite as a master and select the deployment from the File pull down menu.

#### DataDeploy

The current DataDeploy log is stored under /tmp directory with a filename of datadeploy\_log.

This may and should change in the future. Check this file to see any error that could have occurred during a deployment. If an error occurred like the database was down and now is

back up, you may just want to try the deployment again. Currently you will run `/iw-home/opendeploy/bin/datadeploy_ifap.sh`.

Under `/tmp` of `SU35E4`, there is a file known as `ddlast`. This file shows the results of the last data deploy performed. The information is very useful, as it lets the viewer know if a file failed or not. Deploying files is an all or nothing process. If there is even one incorrectly deployed file, then the entire batch will not be deployed. Basically, if a request comes in asking why certain files were not posted on the site, the first step to do is redeploy the directory and then check the `ddlast` file to see if any files failed. If yes, let requestor know the filename, and have them fix/redeploy the file. If no, then check to see if the html file made it to the server.

### **Additional Log Files**

TeamSite has logs not only under `/iw-home`, but also `/var/adm`. You can tell all the TeamSite related log files because they start with `iw`. It is recommended that these files get reviewed to help solve problems with any of the TeamSite services.

### **3.5.5. TeamSite Troubleshooting Documentation**

**Further Reading:** In order to properly maintain or to address other TeamSite issues, please review the “Managing the TeamSite Server” section of the “Adminstrating TeamSite 4.2 for Solaris” manual.

## **3.6. Informatica**

### **3.6.1. Purpose**

The Informatica Clients and Server generate messages while performing tasks. Many of these messages are informational, but some are error messages. The purpose of this document is to help the user and developer determine what causes specific error messages and learn what measures to take to correct the problem.

This document contains messages displayed in the following locations:

- **Designer status bar**
- **Session log**
- **Server log or server error log (Informatica Server on UNIXs)**
- **Client message boxes**

### 3.6.2. Designer Messages

The Designer displays messages in the status bar as you perform tasks, such as opening or copying objects. The Designer displays error messages when you perform tasks that are not permitted, such as copying an object to a folder where you do not have write permission.

While the Designer does not allow you to perform illegal tasks, you can determine the likely cause of the problem by noting the message in the status bar, then consulting this document for details.

Status bar messages are listed alphabetically, by tool.

### 3.6.3. Server Messages

The Informatica Server can issue session-related messages and non-session-related messages.

You can find messages related to sessions in the UNIX server log (default name: pmserver.log), the UNIX server error log (default name: pmserver.err), or in the Windows NT Application Log (viewed with the NT Event Viewer). The messages in the server logs look similar to the messages the session log. They are preceded with a text prefix and code number. When troubleshooting a session problem, determine which messages may be relevant, then consult this chapter for details.

Messages not related to sessions might appear when you start the Informatica Server, or use pmcmd or the Reject Loader. These messages appear at the command prompt when you start the Informatica Server on UNIX, use pmcmd, or run the reject loader. These messages appear in dialog boxes when you start the Informatica Server on Windows NT.

You can find the following messages when you start the Informatica Server or use the Reject Loader.

These messages appear at the command prompt on UNIX and when you use pmcmd.

These messages appear in dialog boxes on Windows NT.

Error	Cause	Action
Code page name <code page> specified in environment variable PM_CODEPAGENAME is not ASCII-based.	Your environment requires an ASCII-based Informatica Server code page. The code page you set in PM_CODEPAGENAME is not derived from an ASCII-based code page.	Select an ASCII-based code page for the Informatica Server code page
Invalid code page name <code page> specified in environment variable PM_CODEPAGENAME	You set an invalid Informatica Server code page	Change the Informatica Server code page to a valid code page

Error	Cause	Action
Invalid language <language> specified in environment variable PM_LANGUAGE.	You set an invalid language in PM_LANGUAGE	Select a valid language.
Product started with code page named <code page>. This code page is unavailable in the product's installation.	You started the Informatica Client or Server with an invalid code page	Select a valid code page.
LM_2001 Failed to read configuration file. (UNIX) or Failed to read registry. (NT)	<p>The Informatica Server cannot read the configuration parameters because:</p> <p>UNIX: The configuration file does not exist.</p> <p>NT: The Informatica Server is not installed correctly, or the path is incorrect, or the user does not have the appropriate privileges/permissions</p>	Check the server event or error log for related messages. If no related messages appear, contact Informatica Technical Support.
LM_2002 Error in initializing server.	<p>Insufficient shared memory allocation.</p> <p>The Informatica Server was unable to read the configuration parameters</p> <p>The Informatica Server was unable to create sockets because its resource limits have been reached</p> <p>If you try the preceding solutions and the problem persists, you may have repository inconsistencies</p>	<p>On the Informatica Server, increase the shared memory allocation to the Load Manager.</p> <p>Check the path to the configuration parameters</p> <p>Close any unnecessary applications and restart the Informatica Server</p> <p>Contact Informatica Technical Support</p>
LM_2004 Server terminating, received SIGTERM signal	You tried to shut down the Informatica Server abruptly	After starting the Informatica Server, check the server event or error log file, or check the session log file for error messages to prevent this error from recurring.
LM_2005 Failed to refresh session(s) from repository	<p>The Informatica Server failed to connect to the repository. If this message occurs before you run any sessions or batches, you may have logged in incorrectly</p> <p>The list of sessions and batches in memory is not accurate</p> <p>The Informatica Server failed to</p>	<p>Log in with correct information. Usernames and passwords may be case-sensitive</p> <p>Restart the Informatica Server</p> <p>Contact Informatica Technical Support</p>

Error	Cause	Action
	fetch sessions from the repository. If this message appears after you have successfully run other sessions or batches, you may have repository inconsistencies.	
LM_2006 Failed to refresh batch(es) from repository	<p>The Informatica Server failed to connect to the repository. If this message occurs before you run any sessions or batches, you may have logged in incorrectly</p> <p>The list of sessions and batches in memory is not accurate</p> <p>The Informatica Server failed to fetch batches from the repository. If this message appears after you have successfully run other session or batches, you may have repository inconsistencies.</p>	<p>Log in with correct information. Usernames and passwords may be case-sensitive</p> <p>Restart the Informatica Server Contact Informatica Technical Support</p>
LM_2007 Cannot run more than Max Sessions	<p>You scheduled more sessions than allowed by the configuration parameter for Max Sessions.</p> <p>Insufficient shared memory allocation</p>	<p>On the Informatica Server, increase the setting for Max Sessions</p> <p>On the Informatica Server, increase the setting for Load Manager Shared Memory</p>
LM_2008 Skipping execution of session	Same as LM_2007.	Same as LM_2007.
LM_2011 Child exited with error	A UNIX error occurred. Check your session log for a related UNIX error number	Check the UNIX manual for appropriate action
LM_2014 Error getting session details	The list of sessions in memory is not accurate	If you need session details, restart the Informatica Server and run the session again

...

### 3.6.4 Session Log Messages

The session log contains informational, warning, and error messages from the session processes.

Each message in the session log is preceded by a text prefix and code number, for example, CMN\_1010. When trying to correct problems for a session, look for error messages in the session log, rather than informational messages. The messages preceding and following any error message might contain more specific information.



For example, several error messages appear in the following session log:

FR\_3000 Error opening file...

FR\_3000 [.\ALL\_DATATYPES]

Thu Sep 17 11:02:32 1998

FR\_3003 ERROR: Initialization failed.

TM\_6040 Reader process exited: session [s\_FileMapping]

You can find both FR\_3000 and FR\_3003 error codes listed in this document. However in this case, the most specific information is listed under FR\_3000. TM\_6040 does not appear in the document because it is an informational message.

Some messages are nested within other messages, as follows.

CMN\_1039 [09/10/98 15:29:11 SQL Server Message 5701 : Changed database context to 'PRODUCTION'.]

If nested messages indicate an error occurred, you should look up the embedded code number for details about the problem. If the embedded message is a database error message, consult your database documentation for details.

Sometimes, you may be directed back to the session log or to the server log to find more information.

### 36.5. Repository-related Error Messages

When you work with the Designer, Server Manager, or Repository Manager, a message box might appear with repository-related error messages. These messages begin with the text prefix REP, as shown below:

The following messages all relate to repository functions. They in message boxes on the client machine if they are client errors, or in the server event or error log if they are server errors.

Error	Cause	Action
REP_12001 Failed to log onto database server.	The Informatica Server failed to connect to the database server. You may have logged in incorrectly.	Log in with the correct information. Usernames and passwords may be case-sensitive.
REP_12002 A repository already exists in this database, it will have to be deleted.	While trying to create a new database, the Informatica Server detected an existing repository with the same name. This message may occur if a previous attempt to create a repository was aborted in progress.	To create a new database, deleting all previous data, click OK.

Error	Cause	Action
REP_12005 An error occurred while opening a packaged SQL script file for execution...	The Informatica Server cannot locate a necessary SQL script file.	In the win.ini file, make sure the HOME entry in the Informatica PowerMart entry points to the directory where the SQL script is located. If the HOME entry is correct, contact Informatica Technical Support.
REP_12010 PowerMart is running very low on memory. Please save your work...	Insufficient memory allocation.	Restart the system.
REP_12014 An error occurred while accessing the repository.	This is a database error.	Check the server event or error log for related database error messages. If necessary, consult the database manual for appropriate action.
REP_12033 The repository being accessed is incompatible with this version...	The repository version does not match the client and/or server version.	If the repository is older, upgrade the repository. In the Repository Manager, choose Repository-Upgrade Repository. If the software is older, upgrade the software.
REP_12119 A repository does not exist at the specified database connection.	The Informatica Server failed to connect to the database. You may have logged in incorrectly.  or  You do not have the appropriate database privilege to view repository tables.	Log in with the correct information. Usernames and passwords may be case-sensitive.  Have the database administrator review your database privileges.
REP_12122 Unable to unlock this folder, please try again.	This is a database error.	Check the server event or error log for related database error messages. If necessary, consult the database manual for appropriate action.
REP_12123 Unable to delete this folder, please try again.	Same as REP_12122.	Same as REP_12122.
REP_12124 Unable to delete this folder, the folder is in use by another user.	Another user is reading or editing objects in the folder. Folders cannot be deleted while in use.  or  The folder was open when a user system shut down, keeping the folder "open."	Ask other users to close the folder.  The Super User can forcibly unlock any folder from the Repository Manager.  Warning: Use this option with extreme caution. Unlocking a folder in use by another user can permanently damage your repository.

Error	Cause	Action
REP_12125      Unlocking the folder while another user is using it could cause problems...	You tried to unlock a folder.	Make sure no one is using a folder before trying to unlock it in the Repository Manager.  Warning: Use this option with extreme caution. Unlocking a folder in use by another user can permanently damage your repository.
REP_12225      Internal error. No connection callback.	Internal error.	Contact Informatica Technical Support.
REP_12226      Error getting connection information for remote repository.	The global repository is missing required configuration parameters to connect to another repository.	Connect to the registered repository and correct the configuration parameters.
REP_12227      Internal error. Connection callback returned an error.	The Informatica Server encountered an error in the server configuration parameters.  or  Error in the Informatica registry entries.	Correct the configuration parameters. For UNIX and NT servers, make sure the following lines in the configuration parameters contain accurate information: DBUser, DBPassword, DatabaseType, and ConnectString.  Contact Informatica Technical Support.
REP_12228      The repository at this location does not have the same name.	Either the database connection or the repository name entered is incorrect	Correct the inaccurate information. The status bar displays the correct repository name.
REP_12230      Failed to fetch repository information.	This is a database error.	Check the server event or error log for related database error messages. If no database error is reported, contact Informatica Technical Support.
REP_12231      Repository creation failed.	This is a database error.	Check the server event or error log for related database error messages. If no database error is reported, contact Informatica Technical Support.
REP_12232      Error initializing repository object information.	You are low or out of memory.  or  Same as REP_12231.	Close any unnecessary applications and restart the system. If this problem persists, you may need to add RAM to your system.
REP_12233      More than one GDR found.	The Informatica Server found inconsistent repository information.	Contact Informatica Technical Support

Error	Cause	Action
REP_12234      Repository name mismatch.	A global repository and a repository registered with it have the same name.	Unregister the repository in question. Copy the repository to another location with a new name, then re-register the repository.
REP_12235      The current repository is not a GDR.	You tried a global repository operation (like trying to register a repository) when you were not connected to a global repository.	If desired, promote the repository to a global repository.  Warning: Once a repository becomes a global repository, it cannot be changed to a dependent repository.
REP_12236      This repository is already registered with the GDR <global_repository_name>.	You tried to register a repository to a global repository that is registered with a different global repository.	If the repository should be registered with the new global repository, unregister the repository from the original global repository. Register with the new global repository.
REP_12237      This is not an independent repository.	You tried to register a dependent repository with a global repository. Only independent repositories can be registered with a global repository.	If the repository should be registered with a new global repository, unregister the repository from the original global repository. Then register with the new global repository.
REP_12238      A repository with this name has already been registered.	You tried to register a local repository when a local repository of the same name exists in the global repository.	Unregister the repository. Copy the repository to another location with a new name, then re-register the repository.
REP_12239      Internal error. Error allocating a new repository id.	Database error.	Check the server event or error log for related database error messages. If no database error is reported, contact Informatica Technical Support.
REP_12240      Error updating remote repository.	Same as REP_12239.	Same as REP_12239.
REP_12241      Error updating GDR.	Same as REP_12239.	Same as REP_12239.
REP_12242      The selected repository is not registered with the current Global Repository.	You tried to unregister a repository that is not registered with the current global repository.	
REP_12243      This repository is not a registered repository.	You tried to unregister a local repository from a global repository that is not registered with that global repository.	
REP_12245      No repository with this name was found...	You may have repository inconsistencies.	Contact Informatica Technical Support.

Error	Cause	Action
REP_12246      Memory allocation failed.	Insufficient memory allocation.	Close any unnecessary applications and restart the system. If this problem persists, you may need to add RAM to your system.
REP_12247      An error occurred while updating connection information in the repository.	A database error occurred while updating connection information during repository registration or while editing connection information.	Check the server event or error log for a related database error message. If no database error is reported, contact Informatica Technical Support.
REP_12248      The current user does not have permission to perform this operation	You tried to perform an operation on a folder without the appropriate permissions	Have the database administrator or owner of the folder review your permissions
REP_12249      The current user does not have read permission on the current folder.	Same as REP_12248.	Same as REP_12248.
REP_12250      The current user does not have write permission on the current folder	Same as REP_12248.	Same as REP_12248.
REP_12251      The current user does not have execute permission on the current folder.	Same as REP_12248.	Same as REP_12248.
REP_12252      The current user does not have the privilege to perform this operation	You tried to perform an operation without the appropriate privileges.	Have your database administrator review your privileges
REP_12253      The object <object_name> is currently locked by <username>.	Another user is reading or editing objects in the folder. Folders cannot be deleted while in use.	Ask other users to close the folder
REP_12254      The request to lock the object <object_name> failed.	This is either database error, or you are not permitted to lock the object.	Check the server event or error log for a related database error message. If no database error is reported, the operation cannot be performed.
REP_12255      The object <object_name> has been modified since the time it was read	You tried to edit a repository object that has been modified and saved by another user since you opened the object.	Close the object and open it again to view the edited object.

Error	Cause	Action
REP_12256 The object <object_name> has been deleted from the repository.	You tried to edit a repository object that has been deleted from the repository since you opened the object	Close the object. If you need to use that object, you must re-create it.
REP_12257 The object <object_name> is already locked by <username>.	You tried to edit an object that has been locked by your username. Either someone used your user name and password to access this object, or the client shut down while you were working on the object.	If someone is using your user name and password, click No, then have that person close the object and log out. If the client shut down while you were working on the object, and you are sure that no one else has the object open, click Yes.  Warning: Choosing Yes when someone else is working on the object may cause permanent damage to your repository.
REP_12361 The user <username> does not exist in the repository <repository_name>.	You tried to connect to a local repository from a global repository, or vice versa, and the specified username does not exist in that second repository.	Use a valid username or ask the administrator to add your username to the repository.
REP_12362 The password for user <username> is incorrect for repository <repository_name>.	You have a different password for your username at two different repositories. You tried to connect from one repository to another, and the password used to connect to the first repository is not valid in the second repository	To connect to the second repository you must disconnect from the original repository, then connect to the second repository with the proper username/ password combination. To prevent this error from recurring, change one of the passwords to match the other.
REP_12363 The product license does not allow connection to the repository	You have a product license for PowerMart or Network PowerMart, and tried to connect to a global repository with one of those products. PowerMart and Network PowerMart can only connect to the global repository indirectly, through a repository registered with the global repository.	Upgrade the product license, or connect to the global repository through a registered repository.  or  Use a compatible PowerMart client tool to generate the external procedures
REP_12364 Unable to update connection information in the repository	Repository login failed due to a database error	Check the session log for related database error messages. If no database error appears, contact Informatica Technical Support.
REP_12370 The repository version is incompatible with this release of the product. (The repository version is <version> while the product expects <version>). A repository upgrade is required.	The repository needs to be upgraded to the current version expected by the product.	Use the Repository Manager to upgrade your repository.

Error	Cause	Action
Use the Repository Manager to upgrade.		
REP_12371 The repository version is incompatible with this release of the product. (The repository version is <version> while the product expects <version>). A repository upgrade is required. Use the Repository Manager to upgrade	The repository has been upgraded by a newer version of the product.	Upgrade to the newer version of the software.
REP_12372 The repository has data that is newer than this release of the product expects. (The repository data version is <version> while the product expects <version>). A product upgrade may be required	The repository has been upgraded by a newer version of the product	Upgrade to the newer version of the software
REP_12373 The repository has data that may be too old for this release of the product. (The repository data version is <version> while the product expects <version>). A repository data upgrade may be required. Use the Repository Manager to upgrade	The repository needs to be upgraded to the current version expected by the product	Use the Repository Manager to upgrade your repository
REP_12380 Multiple objects were found during a fetch when a single object was expected. Please check the repository	Internal error. Your repository may contain inconsistencies	Contact Informatica Technical Support
REP_12381 Unable to perform the operation since an expected object was not found. Please check the repository.	Internal error. Your repository may contain inconsistencies.	Contact Informatica Technical Support.
REP_12382 Error while updating the object information in the repository. Either no row or more than one row was updated.	Internal error. Your repository may contain inconsistencies	Contact Informatica Technical Support.

Error	Cause	Action
REP_12383 Could not begin a transaction. Please check the database and fix the problem before continuing.	A database error occurred, and a repository operation could not be started within a transaction.	If the database requires configuration of the Informatica Server to support transactions, configure the server to allow transactions. Otherwise, fix the database problem before trying again
REP_12384 Could not commit a transaction. Please check the database and fix the problem before continuing	A database error occurred, and a repository operation could not be committed.	Check the session log for a database error message. Continue only after the database error has been fixed.
REP_12385 Could not rollback a transaction. Please check the database and fix the problem before continuing.	A database error occurred, and a repository operation could not be rolled back	Check the session log for a database error message. Continue only after the database error has been fixed.
REP_12386 There is no database object available for the repository <repository_name>. (A repository is not supported on the requested database or the appropriate database driver is not available.)	A repository is not supported on the database type specified in the configuration file	Check the Informatica Server configuration parameters and correct the database type of the repository.
REP_12387 The attempt to get a <save /fetch> lock on the <object type> <object name> timed out due to the following conflicting lock: User <username> on the computer <hostname> running the <application> obtained a <save/fetch> lock on the <object type> <object name> at <time>. Please try again.	You tried to access or save a repository object, and the repository could not create the necessary fetch or save lock to allow you to perform your task. This occurred because another user has the object locked	Try again the operation again. If the problem persists, use the information provided to determine if the listed user is accessing the object. If you can verify the object is not being used or accessed, ask the administrator to unlock the object as necessary
REP_12388 The repository folder or folder version is locked by <username>.	Another user has locked the repository or folder or folder version in order to do some bulk operation (like copying) on the repository folder or version.	Try again after some time.
REP_12389 Unable to set database connection property <number>.	A database error prevented the repository connection from setting required database connection parameters.	Make sure the repository database server is up and running. If there is no problem in the database try connecting to the repository again. If the problem persists, contact Informatica Technical Support.



Error	Cause	Action
REP_12390 Mapping <mapping name> contains a dependency that points to a non existing port. The mapping is assumed to be invalid.	You started a session that uses a mapplet, and information about the mapping is inconsistent in the repository	Open the mapping in the Designer, validate the mapping and save it again. If the problem persists, then the inconsistency is in the mapplet used by the mapping. Open the mapplet, validate, and save it. Then validate and save the mapping again.
REP_12391 Lock failed because we failed to get database time. Check your system configuration.	The operation fails because the repository database server is not running or has a temporary problem and cannot provide the time.	Try the operation again. Check the repository database server log for a possible cause of the problem.
REP_12392 GID creation failed for repository <repository name>.	Internal error. This might be caused by hardware failure	Contact Informatica Technical Support.
REP_12402 Incompatible locales specified	You tried to copy or restore a repository where the locale of the target location is not compatible with the original repository.	Choose a compatible locale. If none of the locales displayed in the target system is compatible, use a different system with a compatible locale
REP_12403 Unable to retrieve Locale information.	The repository cannot find or read the pmlocale.bin file.	Make sure that the pmlocale.bin file is in the installation directory and has not been corrupted by a disk failure.
REP_12404 Failed to allocate new ID's for internal sequence generator: [<sequence name>]	A repository database error occurred causing the internal ID generation to fail.  or  The repository has inconsistent data	If a repository database error occurred, try again after correcting the database problem.  Contact Informatica Technical Support
REP_12405 Failed to fetch new ID's.	Same as REP_12404.	Same as REP_12404.
REP_12415 Error comparing last saved times for objects in this folder!	The repository database server could not provide the time or is not running properly. A previous problem with the database might have caused some data inconsistencies	Try the operation again. Check the database server log for a possible cause to the problem. If there is no database error, contact Informatica Technical Support
REP_12416 Error comparing deployed times for shared folders!	Same as REP_12415.	Same as REP_12415.

Error	Cause	Action
REP_12422      Unable to connect to GDR!	The global repository database is not available or the connectivity information for the global repository is incorrect.	Verify that the connectivity information is same on all client systems. The ODBC data source names must be set up correctly on all platforms. If the connection is a secondary connection, make sure the connectivity information for the global repository did not change after the local repository was registered. If the connectivity information has changed, update the connectivity information for the global repository in the Edit Connect Information option in the Repository Manager.
REP_12449      Internal error.	An unknown error occurred.	Contact Informatica Technical Support.
REP_12450      Unable to create output file <file name>.	You tried to back up the repository and the Repository Manager could not create the backup file. The hard disk may be full or damaged	Make sure there is enough disk space and there is no problem with the hard disk.
REP_12452      Failed to write to file <file name>!	You tried to back up the repository and the Repository Manager could not write to the backup file. The hard disk may be full or damaged	Make sure enough disk space exists and there is no problem with the hard disk
REP_12454      Unable to open input file <file name>!	You tried to restore the repository and the Repository Manager could not read from the backup file. The backup file might be corrupt or the hard disk might have bad sectors	Check the hard disk for possible problems. You might have to restore the backup file from an older backup. Contact Informatica Technical Support for help.
REP_12456      Failed to read from file <file name>!	Same as REP_12454.	Same as REP_12454.
REP_12457      Unexpected data in file <file name>!	The repository backup file has data inconsistencies	Check the hard disk for possible problems. You might have to restore the backup files from an older backup. Contact Informatica Technical Support for help.
REP_12466      Error inserting repository object information	A repository database error caused the repository creation or upgrade to fail	Try to create or upgrade the repository after fixing the database error. If the problem persists, contact Informatica Technical Support.
REP_12467      Error inserting repository object attribute information	Same as REP_12466.	Same as REP_12466.

Error	Cause	Action
REP_12468 Error inserting server locale information.	Same as REP_12466.	Same as REP_12466.
REP_12469 Error initializing object tree.	A repository was not created, upgraded, or restored correctly. If the problem occurs in a repository that is in use, the database may have inconsistencies.	Contact Informatica Technical Support.
REP_12470 Error updating repository information	Same as REP_12466.	Same as REP_12466.
REP_12471 Error creating first user	A repository database error caused the repository creation to fail	Try to create the repository again after fixing the database error. If the problem persists contact Informatica Technical Support.
REP_12477 This repository contains folders which are currently in use. A repository can't be deleted while it is in use	You tried to delete a repository when other users are logged in to the repository. If there are no users connected, the repository might contain residual locks.	Ask all users to close all client tools. Use the Repository Manager to view locks. If necessary, remove old locks. Then perform the operation again.  Warning: Removing valid locks can cause repository inconsistencies.
REP_12488 Unable to add new internal sequence generator.	Same as REP_12466.	Same as REP_12466.
REP_12492 This repository contains folders that are currently in use. A repository can't be upgraded while folders are in use.	You tried to delete a repository when other users are logged in to the repository. If there are no users connected, the repository might contain residual locks.	Ask all users to close all client tools. Use the Repository Manager to view locks. If necessary, remove old locks. Then perform the operation again  Warning: Removing valid locks can cause repository inconsistencies.
REP_12494 The Repository is newer than the version supported by this software release. Unable to do an upgrade.	The product version is older than the repository version.	Make sure to release all old locks in the repository. Upgrade the Informatica Client to the latest version, then upgrade the repository.
REP_12496 This repository is too old to be upgraded.	You tried to upgrade a repository with a newer release of the Repository Manager that does not support upgrading that repository version	Use an earlier release of the Repository Manager to upgrade the repository. Then use the latest release of the Repository Manager to upgrade the repository to the latest version.

Error	Cause	Action
REP_12505 Error while executing script file <file name>.	A database error or a problem occurred in the script.	Correct the database error and try the operation again. If there is no database error, contact Informatica Technical Support.
REP_12581 An error occurred while opening a packaged SQL script file for execution. The product was probably not installed correctly. Contact customer support for assistance	The script file cannot be found in the Informatica Client installation directory or the file is corrupted	Install the Informatica Client again to get the correct scripts. If the problem persists, contact Informatica Technical Support.

## 3.7. MicroStrategy

### 3.7.1. Current Server Setup

#### Production

*The NT Servers that support the Production MicroStrategy environment are*

- SFANT002 (4.20.17.158)
- SFANT003 (4.20.17.159)
- SFANT004 (4.20.17.167)

*Applications used on the NT002 and NT003 machines.*

- MicroStrategy Web
- MS Internet Information Server

*Applications used on the NT004 machine.*

- MicroStrategy Intelligence Server

The metadata database connection is to the Oracle 8i METADAT database, *mstr* schema on HPV2. These machines are clustered with Network Dispatcher and through the MicroStrategy Intelligence Server application.

## Development

*The NT Server that support the Development/Test MicroStrategy environment are*

- SFANT001 (4.20.15.244)

*Applications used on the machine.*

- MicroStrategy Intelligence Server
- MicroStrategy Web
- MS Internet Information Server

The metadata database connection is to the Oracle 8i VICDEV database, *pmrepo* schema on HPV1.

### 3.7.2. Software configuration

**MicroStrategy Intelligence Server** runs as an NT Service. On all Server machines, this service is setup to startup automatically when the server machine is turned on. However after the machine is turned-on, the administrator should verify that the MicroStrategy Intelligence Server service has started.

Administration of MicroStrategy Intelligence Server can be done from MicroStrategy Desktop (from the Start menu / Programs/MicroStrategy 7 / Desktop / MicroStrategy Desktop. It is recommended that starting and stopping the server be done from the NT Service window (Control Panel / Services).

**MicroStrategy Web** is a series of ASP web pages and COM objects. Once the MicroStrategy Intelligence Server service is running, MicroStrategy Web will connect and communicate to it without additional administration.

Administration of MicroStrategy Web is done through a web browser ([http://server\\_name/microstrategy7/admin/admin.asp](http://server_name/microstrategy7/admin/admin.asp)). This administration page will allow the administrator to connect to any MicroStrategy Intelligence Server that is currently running.

### 3.7.3. Troubleshooting

#### Starting / Stopping MicroStrategy Intelligence Server

It is recommended that the NT Services Window from Control Panel / Services be used to start and stop MicroStrategy Intelligence Server. A service login with administrative privileges on the NT machine must be used.

When the MicroStrategy Intelligence Server service starts, a connection to the metadata database will be made. If an error occurs when the service is started, it is generally due to a

problem connecting to the metadata database or due to the MicroStrategy Intelligence Server Instance Definition.

### **Problems connecting to the metadata database**

To check the availability of the metadata database and connectivity to the database, the administrator can use MicroStrategy's Test ODBC utility located in D:\Program Files\Common Files\MicroStrategy\Tstodbc.exe. This utility will allow the administrator to select an ODBC DSN and test its connection to the database. If errors occur, then the problem will be within the database, network connectivity to the database, or configuration of the ODBC connection.

### **Problems with the Server Instance Definition**

This instance can be made or modified using the MicroStrategy Configuration Wizard (see instruction in appendix). Errors in the Server Instance Definition can be due to configuration of the service definition or the connectivity to the metadata database.

## **3.7.4 MicroStrategy Intelligence Server Definition**

### **How to create a server definition:**

- 1) Select Start / Programs / MicroStrategy 7 / MicroStrategy Configuration Wizard
- 2) Select MicroStrategy Intelligence Server Definitions, press Next
- 3) Select the ODBC Source name: EDU\_DEV\_MD for the development metadata or EDU\_PROD\_MD for the production metadata
- 4) Set User name = pmrepo for development or mstr for production
- 5) Set Password = pmrepo for development or mstr for production, press Next
- 6) A window will pop up stating that you have a valid ODBC driver, press Close
- 7) Set the MicroStrategy User name = Administrator
- 8) Set the Password = <leave this blank>
- 9) You will see a list of existing Server Definitions.
  - a) If no definition exists for the machine you are working on:
    - i) Select create new Server Definition
    - ii) Press Next
    - iii) You may be asked if you want to use this definition as the default, say yes.

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- iv) Press Finish.
  - v) You will then be asked to start the Service, Select NO.
- b) If a definition already exists for the machine you are working on:
- i) Select delete selected Server Definition
  - ii) Highlight the name of the machine
  - iii) Press Next.
  - iv) You will be asked if you are sure that you want to delete the definition. Press yes.
  - v) You will then be able to create a new definition. Under Server name, it should read the name of the NT box you are currently working on.
  - vi) Press Next.
  - vii) You may be asked if you want to use this definition as the default, say yes.
  - viii) Press Finish.
  - ix) You will then be asked to start the Service, Select NO.
- 10) When you finish creating the service definition, return to the Control Panel / Services. Highlight the MicroStrategy Intelligence Server service and select start.